

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

General Services Administration
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



GENERAL SERVICES ADMINISTRATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to April 22, 2011)

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N	71.9	710	1,162	300	242	76	2,490	NA
	%		25.3	46.7	12.5	11.1	4.5	100.0	
2. I have enough information to do my job well.	N	74.4	647	1,294	301	190	54	2,486	NA
	%		22.4	52.0	14.4	8.6	2.6	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	65.9	811	937	379	263	100	2,490	NA
	%		27.3	38.6	17.0	12.1	5.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	74.5	849	1,088	290	181	79	2,487	NA
	%		31.2	43.4	14.3	7.4	3.8	100.0	
*5. I like the kind of work I do.	N	81.2	1,046	1,039	269	98	33	2,485	NA
	%		39.5	41.7	12.7	4.4	1.7	100.0	
6. I know what is expected of me on the job.	N	79.0	833	1,165	263	168	54	2,483	NA
	%		30.0	49.0	11.1	6.9	2.9	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.7	1,748	688	30	9	11	2,486	NA
	%		67.3	30.5	1.3	0.4	0.5	100.0	
8. I am constantly looking for ways to do my job better.	N	92.4	1,347	967	144	18	7	2,483	NA
	%		50.8	41.6	6.3	0.9	0.4	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	59.3	426	1,065	366	427	195	2,479	8
	%		16.5	42.8	15.3	16.7	8.7	100.0	
*10. My workload is reasonable.	N	63.7	401	1,201	366	356	156	2,480	5
	%		14.8	48.8	15.6	13.4	7.3	100.0	
*11. My talents are used well in the workplace.	N	63.2	560	1,100	344	300	162	2,466	15
	%		19.4	43.8	15.6	13.5	7.8	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	85.5	952	1,184	211	76	44	2,467	10
	%		34.5	50.9	9.3	3.3	1.9	100.0	
*13. The work I do is important.	N	88.4	1,196	1,023	187	42	21	2,469	9
	%		45.0	43.4	8.7	1.9	0.9	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	73.5	815	1,038	280	194	145	2,472	13
	%		29.7	43.8	12.9	8.5	5.1	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	68.1	766	1,017	328	197	137	2,445	40
	%		27.6	40.5	15.5	9.6	6.8	100.0	
16. I am held accountable for achieving results.	N	85.9	944	1,234	237	42	23	2,480	5
	%		34.3	51.5	11.0	2.1	1.1	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Sample

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		771	891	391	167	167	2,387	96
	%	65.1	27.4	37.7	18.4	8.4	8.1	100.0	
*18. My training needs are assessed.	N		479	1,013	502	293	153	2,440	26
	%	58.2	16.7	41.6	21.2	13.3	7.3	100.0	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		743	1,009	313	230	144	2,439	47
	%	69.8	27.7	42.1	14.3	9.4	6.5	100.0	
*20. The people I work with cooperate to get the job done.	N		749	1,197	262	180	41	2,429	NA
	%	77.9	28.5	49.4	11.9	8.1	2.0	100.0	
*21. My work unit is able to recruit people with the right skills.	N		373	960	570	347	158	2,408	80
	%	49.6	12.0	37.6	27.2	15.7	7.5	100.0	
*22. Promotions in my work unit are based on merit.	N		418	735	613	320	277	2,363	121
	%	39.4	13.5	25.9	29.9	15.6	15.1	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		269	700	613	426	294	2,302	184
	%	35.5	9.1	26.4	29.3	20.1	15.1	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		314	819	654	375	229	2,391	92
	%	40.0	10.2	29.8	30.2	18.2	11.7	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		414	927	550	276	201	2,368	114
	%	51.2	13.7	37.4	25.1	13.2	10.5	100.0	
26. Employees in my work unit share job knowledge with each other.	N		768	1,181	285	161	75	2,470	14
	%	76.3	28.2	48.2	12.8	7.4	3.4	100.0	
27. The skill level in my work unit has improved in the past year.	N		609	963	562	172	95	2,401	76
	%	61.5	22.2	39.3	26.3	7.1	5.2	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		1,170	995	266	30	8	2,469	NA
	%	85.1	42.6	42.5	12.7	1.6	0.6	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		479	1,345	358	186	43	2,411	21
	%	75.2	18.7	56.5	15.3	6.8	2.7	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N	55.2	423	997	535	306	136	2,397	36
	%		15.4	39.8	24.7	13.7	6.3	100.0	
31. Employees are recognized for providing high quality products and services.	N	58.2	475	1,065	491	253	115	2,399	33
	%		16.1	42.1	23.9	12.4	5.5	100.0	
*32. Creativity and innovation are rewarded.	N	50.2	423	899	611	291	148	2,372	59
	%		14.6	35.6	28.8	13.5	7.5	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	26.3	178	490	784	532	321	2,305	125
	%		6.5	19.8	33.4	25.1	15.2	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	57.9	480	940	595	162	118	2,295	134
	%		17.8	40.1	27.7	7.9	6.4	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	83.0	765	1,217	281	78	42	2,383	43
	%		30.0	52.9	11.5	3.4	2.0	100.0	
*36. My organization has prepared employees for potential security threats.	N	74.5	596	1,219	377	150	54	2,396	29
	%		23.5	51.0	16.4	7.0	2.2	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	54.9	572	848	492	213	199	2,324	102
	%		20.3	34.6	25.7	9.9	9.5	100.0	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N	68.0	758	914	373	117	112	2,274	151
	%		28.4	39.6	20.0	6.3	5.7	100.0	
39. My agency is successful at accomplishing its mission.	N	83.0	744	1,276	283	58	30	2,391	32
	%		27.8	55.2	12.9	2.7	1.4	100.0	
40. I recommend my organization as a good place to work.	N	74.8	918	932	366	152	56	2,424	NA
	%		35.5	39.3	16.7	6.1	2.3	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	57.4	530	804	601	225	138	2,298	132
	%		22.6	34.8	27.6	8.7	6.3	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	83.3	1,123	928	203	87	64	2,405	6
	%		43.2	40.1	9.8	4.0	2.9	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	71.7	903	906	341	157	94	2,401	3
	%		32.9	38.9	16.1	7.1	5.1	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	69.0	768	927	385	185	117	2,382	24
	%		29.4	39.6	16.8	8.7	5.4	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		800	883	412	100	63	2,258	147
	%	72.4	31.4	41.0	19.1	4.8	3.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		707	959	408	206	116	2,396	11
	%	67.8	27.0	40.8	17.8	9.2	5.2	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		838	990	336	134	85	2,383	19
	%	74.2	31.7	42.4	15.4	6.1	4.4	100.0	
48. My supervisor/team leader listens to what I have to say.	N		1,018	939	249	145	54	2,405	NA
	%	79.3	38.7	40.5	12.1	5.8	2.8	100.0	
49. My supervisor/team leader treats me with respect.	N		1,141	907	214	80	58	2,400	NA
	%	83.7	44.7	39.0	9.9	3.4	3.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		963	1,002	217	170	50	2,402	NA
	%	82.1	38.0	44.1	8.9	6.9	2.0	100.0	
*51. I have trust and confidence in my supervisor.	N		982	761	384	161	99	2,387	NA
	%	70.2	38.5	31.7	17.8	7.7	4.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		1,072	747	400	121	64	2,404	NA
	%	73.6	42.2	31.4	17.9	5.7	2.8	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		414	914	518	350	158	2,354	21
	%	53.9	15.9	37.9	23.3	14.9	8.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		576	934	490	191	125	2,316	56
	%	61.7	21.1	40.6	23.0	9.2	6.0	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		617	1,051	433	128	84	2,313	59
	%	67.7	22.3	45.4	22.3	5.6	4.3	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		550	1,161	370	168	101	2,350	12
	%	71.6	20.4	51.2	16.7	7.0	4.6	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		563	1,112	426	123	66	2,290	76
	%	71.8	22.3	49.5	19.5	5.3	3.4	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		540	988	445	228	123	2,324	36
	%	64.2	20.5	43.7	19.4	10.6	5.8	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		586	1,033	412	175	116	2,322	41
	%	66.7	22.0	44.8	19.4	8.2	5.7	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		672	853	505	160	109	2,299	63
	%	63.7	25.6	38.1	24.1	6.9	5.2	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		592	877	508	245	141	2,363	9
	%	60.8	23.9	36.9	23.1	10.5	5.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		670	951	437	140	93	2,291	71
	%	67.7	26.2	41.5	21.4	6.6	4.2	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		507	963	477	314	86	2,347	NA
	%	58.0	18.4	39.6	23.4	13.9	4.7	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		484	990	458	325	90	2,347	NA
	%	60.4	17.2	43.1	21.3	14.1	4.3	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		545	978	449	257	117	2,346	NA
	%	60.5	19.9	40.6	21.2	12.1	6.2	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		380	906	606	325	123	2,340	NA
	%	51.3	14.8	36.5	28.2	15.0	5.6	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		403	730	633	346	232	2,344	NA
	%	42.9	14.5	28.4	29.5	15.7	11.9	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		512	978	498	251	104	2,343	NA
	%	59.7	19.0	40.7	22.5	12.1	5.7	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		746	1,058	312	163	68	2,347	NA
	%	75.0	29.3	45.7	14.6	7.0	3.3	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		662	1,091	304	210	76	2,343	NA
	%	72.1	24.1	48.0	14.6	9.6	3.7	100.0	
71. Considering everything, how satisfied are you with your organization?	N		640	1,040	382	191	89	2,342	NA
	%	69.5	24.6	45.0	17.5	8.8	4.2	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).		N	%
Yes		2,179	91.4
No		152	7.7
Not sure		15	0.9
Total		2,346	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		218	8.9
I telework 1 or 2 days per week.		906	38.9
I telework, but no more than 1 or 2 days per month.		310	12.1
I telework very infrequently, on an unscheduled or short-term basis.		445	17.8
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		83	5.7
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		46	2.2
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.		121	5.7
I do not telework because I choose not to telework.		216	8.7
Total		2,345	100.0

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Surveys Completed: 2,491
Response Rate: 53.2%

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74. Do you participate in the following Work/Life programs?
Alternative Work Schedules (AWS)

	N	%
Yes	1,460	66.1
No	794	31.2
Not available to me	87	2.7
Total	2,341	100.0

75. Do you participate in the following Work/Life programs? Health
and Wellness Programs (for example, exercise, medical screening,
quit smoking programs)

	N	%
Yes	785	31.7
No	1,399	59.8
Not available to me	158	8.6
Total	2,342	100.0

76. Do you participate in the following Work/Life programs?
Employee Assistance Program (EAP)

	N	%
Yes	278	11.6
No	1,971	83.8
Not available to me	81	4.5
Total	2,330	100.0

77. Do you participate in the following Work/Life programs? Child
Care Programs (for example, daycare, parenting classes, parenting
support groups)

	N	%
Yes	86	3.8
No	2,037	85.2
Not available to me	211	11.0
Total	2,334	100.0

78. Do you participate in the following Work/Life programs? Elder
Care Programs (for example, support groups, speakers)

	N	%
Yes	51	1.9
No	2,004	85.0
Not available to me	275	13.1
Total	2,330	100.0

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N	76.2	943	739	286	121	75	2,164	181
	%		40.8	35.4	13.7	6.3	3.9	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	87.8	1,130	602	217	33	26	2,008	323
	%		55.6	32.2	9.9	1.2	1.0	100.0	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N	63.7	441	538	449	33	23	1,484	853
	%		27.6	36.1	32.1	2.3	1.8	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	47.1	175	297	486	13	7	978	1,358
	%		15.5	31.6	50.5	1.5	0.9	100.0	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N	29.6	89	133	468	17	12	719	1,622
	%		11.8	17.8	65.6	2.8	2.0	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N	23.1	44	104	485	14	14	661	1,672
	%		7.7	15.5	73.1	1.9	1.9	100.0	

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85. Where do you work?	N	%
Headquarters	1,067	45.8
Field	1,265	54.2
Total	2,332	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	1,270	54.3
Team Leader	233	10.0
Supervisor	500	21.4
Manager	276	11.8
Executive	60	2.6
Total	2,339	100.0

*87. Are you:	N	%
Male	1,160	49.7
Female	1,172	50.3
Total	2,332	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	131	5.7
No	2,179	94.3
Total	2,310	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	17	0.8
Asian	92	4.1
Black or African American	434	19.2
Native Hawaiian or Other Pacific Islander	18	0.8
White	1,637	72.5
Two or more races	59	2.6
Total	2,257	100.0

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90. What is your age group?	N	%
25 and under	60	2.6
26-29	98	4.2
30-39	325	14.0
40-49	623	26.9
50-59	874	37.7
60 or older	337	14.5
Total	2,317	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	24	1.0
GS 1-6	27	1.2
GS 7-12	781	33.6
GS 13-15	1,433	61.7
Senior Executive Service	49	2.1
Senior Level (SL) or Scientific or Professional (ST)	2	0.1
Other	8	0.3
Total	2,324	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	45	2.0
1 to 3 years	228	9.9
4 to 5 years	127	5.5
6 to 10 years	344	14.9
11 to 14 years	177	7.7
15 to 20 years	240	10.4
More than 20 years	1,146	49.7
Total	2,307	100.0

GENERAL SERVICES ADMINISTRATION
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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	69	3.0
1 to 3 years	365	15.7
4 to 5 years	204	8.8
6 to 10 years	439	18.9
11 to 20 years	461	19.9
More than 20 years	780	33.6
Total	2,318	100.0

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	1,654	71.2
Yes, to retire	178	7.7
Yes, to take another job within the Federal Government	382	16.5
Yes, to take another job outside the Federal Government	49	2.1
Yes, other	59	2.5
Total	2,322	100.0

95. I am planning to retire:

	N	%
Within one year	103	4.5
Between one and three years	262	11.3
Between three and five years	271	11.7
Five or more years	1,673	72.5
Total	2,309	100.0



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